# Cargo Tracking

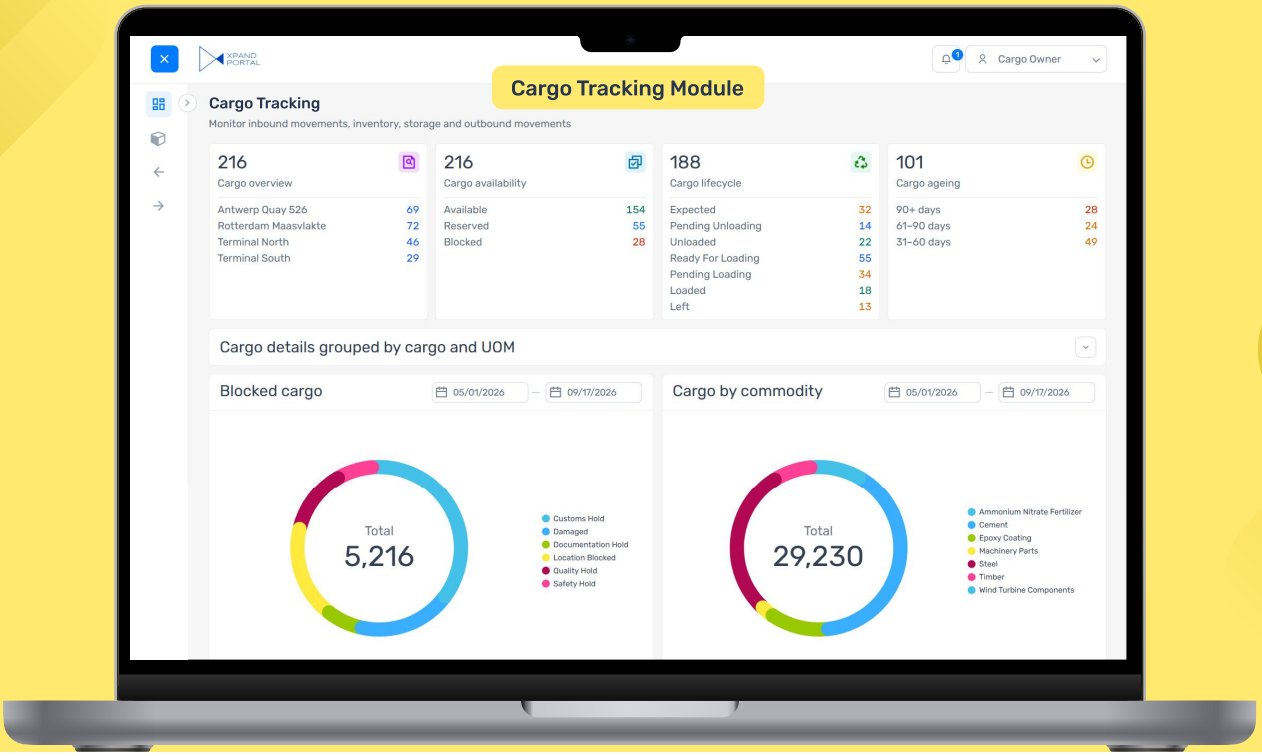
## Less manual reporting.

## Clearer cargo visibility.

## AI-assisted customer service.

Give customers secure, 24/7 access to their cargo information through Xpand portal. Combine detailed cargo views with an AI Agent that helps customers find answers in their own words, reducing routine enquiries and supporting better planning.

Developed by Microsoft Partner × Integrated with Dynamics 365 Business Central *ERP / TOS / WMS using Xpand APIs* × Powered by XPAND PORTAL




Has my cargo arrived? When will it be ready for collection? What is still in storage? Customers of warehouses, terminals and 3PL providers need timely answers to plan transport, production and deliveries.

They also need different details for different goods, from quantities by pallet or lot to stock by grade, dimensions and weight. Providing that service today usually means preparing tailored reports and emailing updates. Each request takes time, and emailed reports become outdated as cargo moves.

# How Cargo Tracking and AI solve everyday operational challenges

## 1 Administrative costs

**What Cargo Tracking provides**

Self-service access to inventory, cargo status and documents

**How the AI Agent contributes**

Helps customers find relevant cargo information through questions

**Business benefit**

Less time spent answering routine enquiries and preparing recurring updates

## 2 Operational inefficiencies

**What Cargo Tracking provides**

Visibility into available, reserved and blocked cargo, including collection readiness where recorded

**How the AI Agent contributes**

Helps customers check cargo status and recorded restrictions before arranging transport

**Business benefit**

Better collection planning and fewer avoidable coordination problems

## 3 Storage costs and disputes

**What Cargo Tracking provides**

Stock ageing and cargo movement information

**How the AI Agent contributes**

Helps customers identify older stock and retrieve relevant dates and quantities

**Business benefit**

Better storage oversight and a clearer factual basis for storage discussions

## 4 Customer-specific reporting

**What Cargo Tracking provides**

Configurable views with relevant commodity and customer details

**How the AI Agent contributes**

Provides another way to find specific cargo details without navigating multiple views

**Business benefit**

Less reliance on manually prepared report variants for routine questions

## 5 Commercial differentiation

**What Cargo Tracking provides**

Secure digital access to customer cargo information

**How the AI Agent contributes**

Offers a conversational way to access information, including outside office hours

**Business benefit**

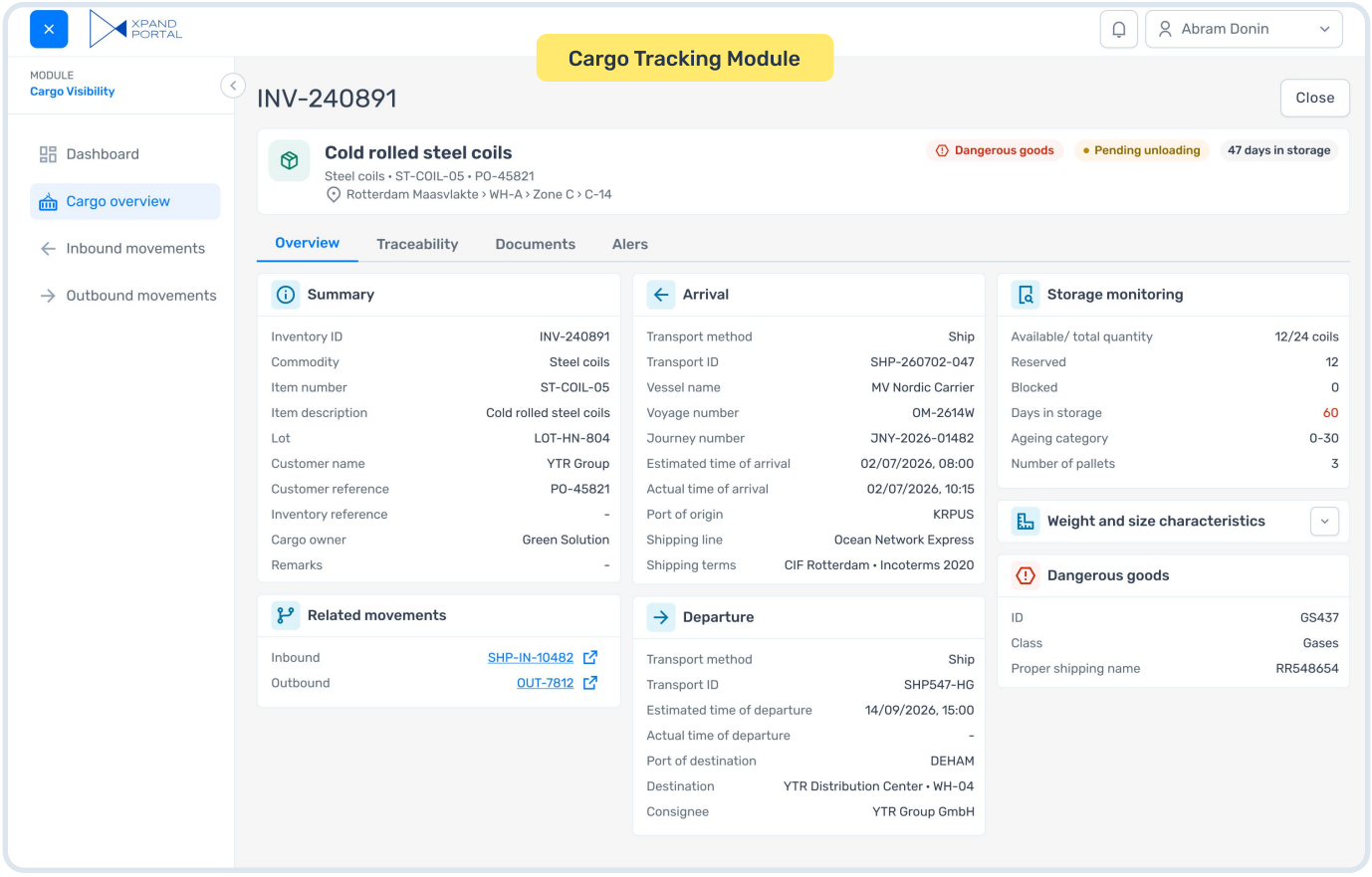
More convenient customer service and a stronger digital proposition

# For whom

Warehouses, 3PL providers, breakbulk and multipurpose terminals, port warehouses and logistics hubs that store cargo for third parties and want to reduce manual customer reporting.

Suitable for operations handling steel, forest products, machinery, project cargo, chemicals and general cargo, using characteristics available in the connected systems.

# The module and your operational systems




Xpand Portal's standard API framework receives information from your Terminal Operating System (TOS), Warehouse Management System (WMS) and ERP systems, or from your Business Central via standard Xpand Portal Connector, bringing relevant cargo information together in a customer-facing portal.

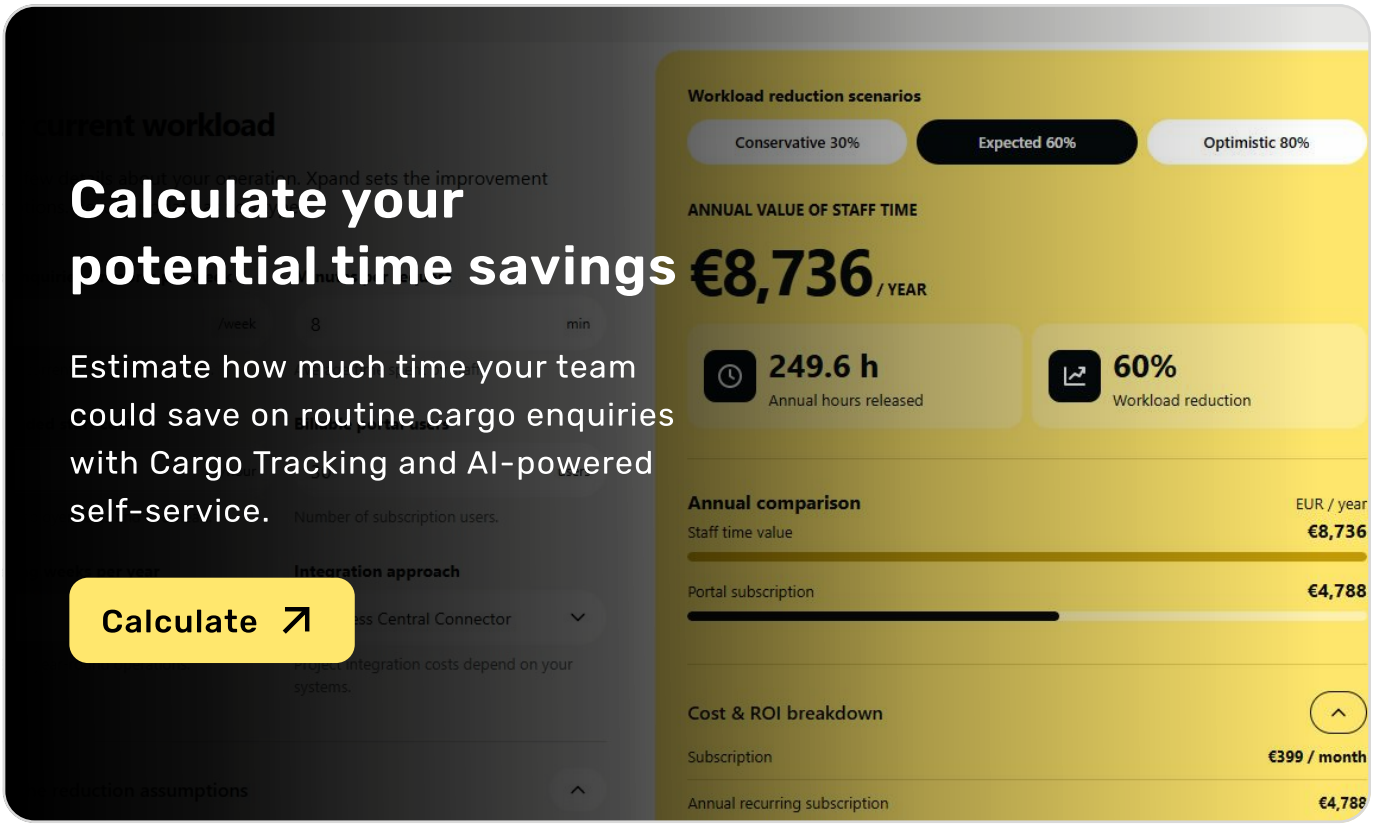
Your operational systems remain the source of cargo records and process updates. Available information and its update frequency depend on the integration. The current module provides information access; data entry and operational processing remain in your existing systems.

Using low-code possibilities of Xpand Portal, additional views and drill-down paths can be configured without developing another ERP report.

## Key module functions

- **Cargo lifecycle visibility.** Follow expected arrivals, unloading, storage, planned loading and departure, with transport details and operational statuses.
- **Detailed cargo inventory.** View commodities by lots and pallets, and their physical dimensions.
- **Storage locations and aging time.** See where goods are stored across terminals, warehouses, zones and locations. Monitor receipt dates, storage time and long-stay cargo.
- **Availability and restrictions.** Check blocked goods and recorded reasons, outbound reservations and remaining available quantities or weights. View relevant customs and handling statuses.
- **Cargo traceability.** Search and follow cargo through shipment, lot, bill of lading, vessel, voyage, container and customer references, where available.
- **Dangerous goods visibility.** Identify goods marked as dangerous and see their recorded storage locations.
- **Documents and photos.** Access linked packing lists, certificates, bills of lading, arrival and departure documents, damage reports and cargo photos.

- **Dashboards and drill down.** Move from aggregated information to related cargo details and documents. Reusable views support different customer and commodity needs; configured alerts highlight important events.
- **Role based access.** Give authorised cargo owners, forwarders and other stakeholders access to the information relevant to them.




# Information you may need

Explore how the Xpand Cargo Tracking Module can support your customers and operations. Contact us to discuss your cargo flows, information needs and TOS, WMS or ERP integration.

More about us: xpandsoftware.com

Write us to get free access to demo portal or ask for a demo with our expert: bd@xpandsoftware.com

# Cargo Tracking Module

Subscription and Perpetual license models are available.
Contact us to learn more about Perpetual license models.

## €120.00/month

**€1,368/year** Save 5%

Available a few days after purchase

Xpand Portal base app subscription (€399/month) **is required** as the primary setup.*

### License Components

| | |
|---|---|
| Authenticated Users | **0** |
| Entities | **0** |
| Pages | **0** |
| Localizations/Themes | **Unlimited** |
| Datasources (Over BC connector or API) | **1** |
| Tenant | **1** |

### All Features such as

- Security
- Full CMS/Configuration from back-end
- Emails
- Xpand Portal Connector integration
- Permissions/Member Roles
- Multi-language/localizations
- Customizable themes
- API
- Business Central Connector
- SSO
- Notifications
- Member activity tracking
- WYSIWYG/Configuration from front-end

### Conditions

* For Subscription License model a minimum commitment of 1 year is mandatory, a discount of 5% can be applied for yearly prepayment, 3% for quarterly prepayment.
Hosting of the Xpand Portal solution is not included and can be requested seperately.
All Prices are VAT and Services. Perpetual licence is also available.
Xpand Portal base app subscription is required as the primary setup.

Buying Xpand Portal base app subscription allows you to choose other available modules:

- Customer Order Management (**€135.00**/ month)
- Receivables Management **(€90/**month)
- Customer Care Management **(€165/**month).